

Special School DLP School Attendance Officers – Grade 3

Job Description

Hours of working: 36.5 hours TTO

We are looking to recruit a dynamic individual to work with targeted pupils/families to support them and engage them in the learning with a particular focus on improving their school attendance. The post holder will work with identified special schools in Birmingham to strengthen links between the school, parents, families and the wider community in order to improve attendance.

Ideally, the successful candidate will be accustomed to working with students with SEND (EHCPs) and their parents /carers, families and schools.

Job Summary

- Manage and prioritize a caseload of students identified through the school cohort, providing ongoing support to both students and families.
- To provide advice and information to pupils/families to improve attendance
- To work with pastoral staff in schools and participate and contribute to any relevant meetings, for identified pupils/families e.g. Early Help, safeguarding, multi-agency forums.
- To collaborate with school leadership and work closely with pastoral staff to monitor issues which may affect a child.
- Talking to parents and pupils to resolve issues, involving communication staff when pupils find it physically difficult to communicate.
- Offering counselling/support to pupils and parents as appropriate.
- Track, monitor, analyse and report on attendance figures. Maintaining high quality and accurate records of any communication, visits or meetings

Duties and Responsibilities

- Establish and foster good relationship with parents/carers and children at the schools. Encourage parental involvement in the school and its activities and provide a link between home and school.
- Investigating and resolving unexplained absences by contacting parents or guardians via phone, written communication, or home visits as required.
- Work with parents to identify why their children are experiencing problems or barriers to attending school. Ascertain the probable causes and suggest and assist in the implementation of plans/action to resolve the situation, working closely with school staff, the child and the child's family.

- Encourage good relations and effective dialogue between parents and teachers about children's progress. Work alongside staff members and targeted groups of learners.
- Give close attention to early identification and prevention of absence habits. Carry out home visits where appropriate to support parents in encouraging their children to maintain full and regular attendance.
- Provide opportunities for parents to learn how to meet the educational needs of their children.
- Deliver evidence-based interventions (e.g., workshops or support sessions) aimed at promoting good attendance and the social-emotional well-being of students and families.
- Provide impartial information or referrals to parents about the school and relevant local services available to parents, children and families including those provided by education, social care, youth justice, childcare providers, the voluntary sector and others.
- Meet with parents to identify ways in which the barriers to their involvement with the school can be removed.
- Liaise with members of school staff regarding families/children as necessary and attend appropriate school meetings.
- Keep up to date on the range of agencies working locally in order to maintain knowledge of services that parents might be signposted to.
- Contribute to relevant whole school and family learning events, with the aim of increasing the involvement of hard-to-reach parents.
- Liaise with the school's child protection officer.
- Keep records and all documentation pertaining to meetings/contact with children and young people and their families as appropriate under the FOS and Data Protection Act.
- Meeting with the designated line manager as required and provide half termly progress reports to the DLP.
- Attend support and staff meetings to continue own professional training and development as targeted through appraisal process.
- Any other duties and responsibilities within the range of the salary grade

Diversity, Inclusion, and Safeguarding:

- Promote and uphold the school's commitment to equality of opportunity, diversity, and inclusion in all aspects of work.
- Ensure that all interactions and interventions are conducted in a manner that promotes the safeguarding of children and young people.

Supervision:

- **Reports to:**
- **Level of Supervision:** Regularly supervised with periodic performance reviews against defined objectives.

Person Specification:**Education/Qualifications:**

- Relevant qualifications in administration, family support, safeguarding, or related fields are desirable.

Experience:

- Proven experience working in educational or family support settings, particularly in attendance management and/or safeguarding.
- Experience of working within SEND.

Skills & Abilities:

- Excellent communication skills, with the ability to engage effectively with students, families, and external professionals.
- Strong organizational skills and attention to detail, particularly in record-keeping and case management.
- Confidence in using IT systems to track attendance and manage safeguarding cases.
- Ability to work collaboratively within a multi-disciplinary team and independently when needed.

This role is essential in ensuring both the academic and social-emotional success of students, combining administrative precision with a compassionate, proactive approach to family and student engagement.